VITA Elayne J. Shapiro

Work Address:

5000 N. Willamette Blvd. Portland, OR 97203 (503) 283-7349 (work)

Education:

B.A. in Speech Education, Phi Beta Kappa, University of Illinois, 1967. Emphasis in Theater Arts, Public Speaking, Debate; Secondary Teaching Certificate.

M.A. In Speech Communication. University of Minnesota, 1974. Emphasis in Interpersonal Communication, Intercultural Communication, Broadcasting for Developing Countries.

Ph.D. in Speech-Communication. University of Minnesota, 1993. Emphasis in Interpersonal Communication, Small Group Communication, Organizational Communication, Communication in the Health Care Setting. Dissertation Topic: "A Comparison of Two Communication Networks in a Software Development Team."

Academic Appointments

Appointed as Chair, Department of Communication Studies, 2002-2008.

Promoted to Associate Professor, 2002

Awarded Tenure, University of Portland, 1998.

Assistant Professor, University of Portland, 1992 to date.

Visiting Assistant Professor, University of Portland, 1989-1992.

Adjunct Professor, University of Portland, 1987-1989

Lecturer, North Dakota State University, 1977-1987.

Teaching Assistant, University of Minnesota, General College, 1969-1974.

Peace Corps Volunteer, TESL, Saipan, Mariana Islands, 1967-1969.

Administrative Positions

Co-chair, Subcommittee on Teaching and Learning, Strategic Planning Committee 2010-2011

Graduate Program Director for Communication Studies, 2008-2011

Search Committee Chair, Department of Communication Studies Tenure-Track Journalism position, 2009

Chair, Department of Communication Studies, 2002-2008

Graduate Program Director for Communication Studies, 2000-2001

Chair for the Sub-committee on Student Media: Beacon Selection, 2001.

Faculty Liaison, Grant: Integrating Service Learning in the Core Curriculum, 2001.

Advising Coordinator, Department of Communication Studies, 1994-96.

Search Committee Chair, Department of Communication Studies Full Time Teaching position, 1996-1997.

Grants Awarded

- M. J. Murdock Charitable Trust, General Education Assessment Project. Summer 2003. Revisioning CST 100: Communication for Leadership
- Arthur Butine Fund for Faculty Development and University of Portland Research Grant, 2001 with Joanna Kaakinen funds a focus group study with elderly patients to determine if they engage in the consumerist model with their health care provider.
- Integrating Service Learning in the Core Curriculum, 2000. Faculty liaison with Tom Frieberg, Project Director. Funded by Oregon Campus Compact.
- Arthur Butine Fund for Faculty Development and University of Portland Research Grant, 1999.
- Grant with Joanna Kaakinen funds a pilot study to develop a nonverbal coding scheme to describe communication between nurse practitioners and elderly patients.
- Arthur Butine Fund for Faculty Development and University of Portland Research Grant, 1998.
- Grant funded presentation of a refereed paper at the International Communication
 Association in Jerusalem, Israel and a attendance at a preconference seminar on the interface between Mass Media and Interpersonal Communication.
- University Faculty Funded Research Grant, 1993.
- Grant funded undergraduate research assistants who coded transcripts from software development teams. This research culminated in a refereed paper, "Socioemotional Messages in Computer-Mediated Communication," which was presented at the International Communication Association in Albuquerque, New Mexico in May, 1995.

Grant Application

Kaakinen, J.M., Shapiro, E. J., & Gayle, B.M. (2000). Nurse Practitioner-Elderly Client Communication. Submitted to the National Institutes of Health / National Institute of Nursing Research. Status: Revise and Resubmit.

Classes Taught

Negotiation and Conflict Management, Conflict in the Bible, Persuasion and Leadership, Organizational Communication Management, Introduction to Communication Theory and Writing, Public Speaking, Interpersonal Communication, Small Group Communication, Organizational Communication Skills, Advanced Public Speaking, Freshman Seminar: Leadership, Advanced Interpersonal Communication, Communication for Health Care Professionals, Employment Interviewing. Problembased Service Learning in the Context of Public Speaking

Current Teaching:

Persuasion and Leadership; Conflict in the Bible; Negotiation and Conflict; Organizational Communication Skills; Interpersonal Communication; Advanced Interpersonal Communication, Persuasion and Leadership

Publications and Presentations

Publications

- Shapiro, E. J. & Dempsey, C. J. (2011). Reading the Bible: Transforming Conflict. Maryknoll, New York: Orbis Books.
- Shapiro, E. J. (2010). Superior-Subordinate Relationships: Conflict around Performance Review. In Keyton, J. and Shockley-Zalabak, P. (eds.) *Case Studies for Organizational Communication: Understanding Communication Processes*, 3rd Ed. (pp. 243-245). New York, Oxford University Press.
- Shapiro, E. J. (2009). "Ye Shall Be As Gods Knowing Good and Evil': Using the Bible to teach Conflict." *Journal of Religious Education*. 104 (5), 527-538.
- Shapiro, E.J. (2009). "Could We Hear from Somebody Else, Please" *Teaching Professor*. 23(9), 3-4.
- Shapiro, E. J. & Dempsey, C.(2008). Conflict Resolution in Team Teaching: A Case Study in Interdisciplinary Teaching. College Teaching, 56 (3), 157-62.
- Shapiro, E. J. (May, 2006). PowerPoint meets Brain-Based Learning. *The Teaching Professor*, 20, (5), 5.
- Shapiro, E. J. (2006). Enacting organizational culture: Balloons in the air. *Communication Teacher*, 20 (1), 18-22.
- Shapiro, E. J. & Kerssen-Griep, J. (2006). How Powerful is PowerPoint? Analyzing the Educational Effects of Desktop Presentational Programs in the Classroom. In B.M. Gayle, R.W. Preiss, N. Burrell, & M. Allen (Eds.). Classroom MetaAnalysis. In M. Allen, R. Preiss, B. Gayle, and N. Burell. Instruction through
 - MetaAnalysis, pp.61-76.
- Shapiro E. J. (2002). <u>Communication for Leadership (Adaptor)</u>. Seattle: Pearson Custom Publishing.
- Shapiro, E. J. & Allen, B. J. (2001). Why fight on the net: Conflict on E-mail. <u>Journal of the Northwest Communication Association</u>, 30, 40-61.
- Kaakinen, J., Shapiro E. J., Gayle, B. M. (2001). NP Strategies for working with elderly clients: A qualitative analysis of elderly client/nurse practitioner communication. <u>Journal of the American Academy of Nurse Practitioners.</u>

- Shapiro, E. J. (1998). Speaking Out: Leadership. in K. M. Axtman's (ed) <u>Leadership</u> <u>Education</u>: <u>A Source Book of Courses and Programs</u>. Greensboro: Center for Creative Leadership.
- Shapiro, E. J. & Ward, S.A. (1998). Leadership and framing: an Oregon case study. Northwest Journal of Communication.
- Shapiro, E. J. (1998). Interpersonal communication portfolios. In K. Vaught-Alexander's (ed.), <u>A practical guide to course portfolios</u>, Fairfield, NJ: Pencil Point Press, Inc.
- Gayle, B. M., & Shapiro, E. J. (1999). "The New School." In G. Peterson's (ed.) *Communicating in organizations: a casebook II*. Scotsdale, AZ: Gorsuch Scarisbrick, Publishers.

Presentations

- Shapiro, E. J. (November, 2009). "Is it easier to ask God for forgiveness than another person?" Panel on "Communicating Forgiveness through Dialogue" at the Conference for the National Communication Association. Chicago.IL
- Shapiro, E. J. and Guerin, I. (November, 2008). Towards a Teaching Model of Family Communication Competence. Paper presented at the Conference for the National Communication Association. San Diego, CA.
- Shapiro, E. J. (April 23, 2008). Using Interests in Facilitation. Workshop presented to The Collaboration Group. Clackamas, OR.
- Shapiro. E. J. (November, 2007) "Don't Take this Personally, Causes and Solutions For Defensiveness in Mediation. Paper presented at the Oregon Mediation Association's 2007 Conference, Portland Oregon.
- Shapiro, E. J.(November, 2006) "A Comparison of Conflict in Face-to-Face, Telephone, E-mail, IM and text-Messaging." Paper presented at the Conference for the National Communication Association, San Antonio, TX.
- Shapiro, E. J. & Sawantdesai, D. (2006). "Instant Messaging: Validation of a Conflict Scale. Paper presented at the Conference for Western States Communication Association, Palm Springs, CA.
- Shapiro, E. J. (2005). This is not your old time religion: Teaching an interdisciplinary course with theology and communication. Paper presented at the Conference for the National Communication Association, Boston MA.
- Shapiro, E.J., Kaakinen, J., & Gayle, B.M. (November, 2003). How consumer-oriented are our elderly?: A test of the medical consumer model. Refereed Paper presented
 - at the American Public Health Association conference, San Francisco, CA.
- Shapiro, E.J. (November, 2003). Learning Styles and Interpersonal Communication Assignments: A Scholarship of Teaching and Learning investigation of tailor-made assignments and their success." Paper presented at the Conference for the National Communication Association, Miami Beach, FL.
- Shapiro, E. J., Kerssen-Griep, J., Gayle B. M. (2003). Power Point in the Classroom. A MetaAnalysis. Panel presentation at Conference for Western States Communication Association, Salt Lake City, Utah.

- Shapiro, E. J., Gayle, B.M. & Kaakinen, J. (February, 2003). A Systematic Review of Research Testing Cox's "Interaction Model of Client Behavior." Refereed Paper presented at the Conference for Western States Communication Association, Salt Lake City, Utah.
- Shapiro, E. J. (November, 2002). Problem-Based Service-Learning: A Pilot Study in Public Speaking. Paper presented at the Conference for the National Communication Association, New Orleans, LA.
- Kerssen-Griep, J. & Shapiro, E. J., (February, 2001). Instructional Technology: Implications for students' motivation to learn. Panel presented at the meeting of the Western Communication Association, Coeur d'alene, ID.
- Shapiro, E.J. (April, 2000). Respondent for "Computer-mediated communication: Relationships and effectiveness." Northwest Communication Association, 2000.
- Gayle, B. M., Shapiro, E. J., & Kaakinen, J. (Nov., 1999). "Elderly Patient /Health Care Provider Communication: a Meta-analytic Review for Theoretical Interpretation." Refereed paper presented at the meeting of the National Communication Association, Chicago, Illinois.
- Kaakinen, J., Shapiro, E. J., Gayle, B.M. &. (Nov.,1999) "What Do Nurse Practitioners Do Differently: A Qualitative Analysis of Elderly Client/Nurse-Practitioner Communication." Refereed paper presented at the meeting of the American Public Health Association, Chicago, Illinois.
- Shapiro, E.J. (April, 1999). "Obstacles and Challenges for Computer-Mediated communication." Panel presented at the meeting of the Northwest Communication Association, Coeur d'alene, ID.
- Shapiro, E. J. (April, 1999). Respondent for "Internet Usage," a presentation of refereed papers at the meeting of the Northwest Communication Association, Coeur d'alene, ID.
- Shapiro, E.J. (July, 1998). "Presentation of Self in Virtual Life." Refereed paper presented at the meeting of the International Communication Association, Jerusalem, Israel.
- Shapiro, E.J. (April, 1998). "Who framed William Clinton? A framing analysis of News Discourse." Paper presented at the meeting of the Northwest Communication Association, Coeur d'Alene, Idaho.
- Shapiro, E. J., & Ward, S. A. (May, 1997). "Leadership and Framing: A Case Study." Refereed paper presented at the meeting of the International Communication Association, Montreal, Canada.

- Shapiro, E. J., & Allen, B. J. (May, 1996). "Fight or Flight: Conflict on the Net." Refereed paper presented at the meeting of the International Communication Association, Chicago, IL.
- Shapiro, E. J. (November, 1995)."Using Computer Mediated Communication to Enhance Community in the Classroom." Paper presented at the meeting of the National Communication Association, San Antonio, TX.
- Shapiro, E. J. (May, 1995) "Socioemotional Messages in Computer-Mediated Communication." Refereed paper presented at the meeting of International Communication Association. Albuquerque, NM.
- Shapiro, E. J. (February, 1995). "A Functional Analysis of Computer Mediated Communication in a Software Development Team Context." Refereed paper presented at the meeting of the Western States Communication Association, Portland, OR.
- Shapiro, E. J. (July, 1994). "Comparison of Two Communication Networks in Software Development Teams." Refereed paper presented at the meeting of the International Communication Association, Sydney Australia..
- Shapiro, E. J. (April, 1994). "Speaking Out on Leadership." Paper presented at the Northwest Communication Association, Coeur d'Alene, Idaho.

Awards, Fellowships and Honors

ASUP Diversity Leader of the Year Award, 2008.

Faculty Teaching Excellence Award Nominee, 2001.

Faculty Teaching Excellence Award Nominee, 1999.

Faculty Teaching Excellence Award Nominee, 1997.

Editor, National Exstrophy Newsletter, 1978-1992.

Reviewer

- 2011 Fall Reviewer for *Journal of Computer Mediated Communication*, "While you still think, I already type": The impact of social power on reflection during e-mail communication."
- 2011 Spring. Reviewer for Small Group Division for National Conference Papers.
- 2011 Spring. Reviewer for Technology Division for National Conference Papers.
- 2011 Spring. Reviewer for NWCA Journal.
- 2010. Reviewer for *Journal of Computer Mediated Communication*, "It's the American Lifestyle!": An Investigation of Text Messaging by College Students".

2009. Reviewer for *Journal of Computer Mediated Communication*, "Do Groups Polarize

When Communicating by Text or Video?"

2009 Reviewer for St. Martin's Press. Business Writer's Companion. Text

2008. Reviewer for Allyn and Bacon. *Managing Personal Conflict: Theory and Practice*.Text.

(2007-2010). Editorial Board Member for the refereed national journal *Communication Monographs* (Mike Allen, Universy of Wisconsin-Milwaukee Editor).

Reviewer for Pearson. Conflict Text, 2006

Reviewer for Allyn and Bacon. Family Communication Text, 2005.

Reviewer for the Northwest Communication Association Theory Division for 2005 Conference.

Reviewer for the International Communication Association, Communication & Technology Division for 2003 Conference.

Reviewer for the International Communication Association, Communication & Technology Division for 2002 Conference.

Reviewer for the National Communication Association, Communication & Technology Division for 2002 Conference.

Reviewer for the International Communication Association, Communication & Technology Division for 2001 Conference.

Reviewer for manuscript from *The Journal of Applied Communication Research*, April, 2000.

Reviewer for the International Communication Association, Communication & Technology Division for 2000 Conference.

Reviewer for Northwest Communication Association Conference panel, 1999.

Book Review for Mayfield Co. Between One and Many, 1995.

Reviewer for Northwest Communication Association conference panel, 1994.

Consulting

"Don't Take it Personally: Leadership and Defensiveness." Presentation for OHSU Talent Career Series. April 18, 2006.

"Don't Take it Personally: Leadership and Defensiveness." Presentation for Hewlitt Packer. January 26, 2005.

Conflict Exposed! Presentation for Vancouver Waste Management Customer Service Representatives, Sept. 15, 2003

Just Because there's a conflict...Doesn't Mean there's a battle! Presentation for Solid Waste Services, Customer Service Representatives, June 19, 2003.

"Building Credibility through Communication: a Workshop for Representatives of the International Union of Operating Engineers," Labor Education Research Council, Portland, Or, April, 1998.

"Communication Skills Workshop for Union Stewards," Labor Education Research Council, Portland, OR, March, 1997.

"Socioemotional Messages and the Impact on E-mail," ADP, Portland, OR, June 1995.

"Performance Appraisal Interviewing," Metropolitan Federal Bank, Fargo, ND, 1980-82.

"Performance Appraisal Interviewing," North Dakota State Continuing Studies, Fargo

ND, 1983

"Performance Appraisal Interviewing," Dakota Health Clinic, Fargo, ND, 1983.

"Verbal and Nonverbal Aspects of Communication for Health Care Professionals," Physical

Therapists of North Dakota, Fargo, ND, 1981.

"Verbal and Nonverbal Aspects of Communication, Health Care Professionals,

Bismarck Hospital, Bismarck, ND, 1981.

"Conflict Management," Minot State University, Minot, ND, 1980.

"Nonverbal Communication," Minot State University, Minot, ND, 1980.

"Factors Affecting Accuracy in Communication," Nursing Association of North Dakota, Fargo ND, 1979.

"Non-verbal Communication, Listening Skills and Small Group Dynamics," Fargo Fire Department, Fargo, ND, 1979.

Community Service

Mediation Volunteer Small Claims Court, 2006-2010

Resolutions Northwest Mediation Volunteer, 2005-2010

Clergy Focus Group. Sept. 22, 2005, January 26, 2006 Facilitated an interfaith focus group for the Archdiocese of Portland on the topic of Clergy's experience with dealing with mental health issues in a congregation

SMART Reading Tutor, Vose Elementary School, 2005. 2006

Group Facilitator, Rose Schnitzer Manor Assisted Living Center & Robison Nursing Home, Weekly Current Events Discussion Group. June, 1999-2005.

Presenter, "Conflict Management," Junior League Life Styles Workshop for Women in Recovery, Nov. 9, 1999

Presenter, "Communication and Gender Differences," Women in Technology International, Sept. 15, 1999

Committee Member, "Writers and Scholars Series," 1999-2001.

Board Member, Institute for Judaic Studies, 2000-2001.

Volunteer, Robison Health Center, Religious Services Assistant, 1995-present.

Presenter, "Conflict & E-mail" Beaverton Chamber of Commerce Breakfast Meeting, February 3, 1999.

Narrator for Documentary, "Oral History of Israel Independence," produced by Dr. Sylvia

Frankel May, 1998.

Judge, Pacific University Invitational Speech and Debate Tournament for High School Students December 5-6, 1997.

President, Beaverton High School Booster Club, 1997-1998.

Science Bowl Moderator, 1997, 1998. 1999.

Parent Representative, Beaverton High School Site Council, 1995-1997.

Speech Club Representative - Beaverton High School Booster Club, 1997.

Chair of Nominating Committee for Beaverton High School Site Council, 1996-7.

Member of the TAG Evaluation Committee - Beaverton High School, 1995. Odyssey of the Mind Judge, 1994-1996.

Odyssey of the Mind Coach, (Creative Problem Solving Competition), 1989-1994.

Social Action Committee. Nevel Shalom, 1995-1999.

Membership in Professional Societies

National Communication Association Northwest Communication Association. Oregon Mediation Association Western Speech Communication Association.